MULTIMEDIA UNIVERSITY

STUDENT ID NO

MULTIMEDIA UNIVERSITY

FINAL EXAMINATION

TRIMESTER 1, 2022/2023 (TERM ID 2210)

BCT 1024 –CRITICAL THINKING AND APPLICATION IN MANAGEMENT

(All sections / Groups)

9 FEBRUARY 2023
2.30 p.m. – 4.30 p.m.
(2 Hours)

INSTRUCTIONS TO STUDENTS

1. This question paper consists of **FOUR (4)** parts and **10** pages (inclusive of the cover page).

2. Please answer ALL questions.
   - Part A consists of 20 multiple choices questions (40 marks).
     Please indicate your answers in the multiple-choice answer sheet.

   - Part B contains fallacies identification questions (20 marks).
   - Part C contains creative thinking questions (20 marks).
   - Part D contains argument identification questions (20 marks).
     Write down your answers in the Answer Booklet for Parts B, C, and D.

3. The total mark for this paper is 100 marks. This final examination will contribute 50% toward your grade in this course.

PART A: MULTIPLE CHOICE QUESTIONS (40 marks)

Read each of the items below carefully and then indicate the most appropriate response on the multiple-choice answer sheet. 2 marks for each correct answer, for a total of 40 marks.

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1. Critical Thinking is thinking that involves _____:

   a. steps to become a positive thinker
   b. a skilled judgment and observation
   c. using emotions to evaluate information
   d. applying fallacies in arguments

2. Which of the following is **NOT** a key intellectual trait of critical thinkers?

   a. Tend to engage in "groupthink", uncritically following the beliefs and values of the crowd.
   b. Think independently and are not afraid to disagree with group opinion.
   c. Have a passionate drive for clarity, precision, accuracy and other critical thinking standards.
   d. Are intellectually honest with themselves, acknowledging what they do not know and recognizing their limitations.

3. The following questions are asking for _____.

   - Do we need to consider another point of view?
   - Is there another way to look at this question?

   a. Clarity
   b. Accuracy
   c. Breadth
   d. Logic

4. Which of the following is a claim?

   a. What happened to me?
   b. Please study smart to prepare for your examination.
   c. Look! Someone just fell down!
   d. Hello Kitty is the cutest cartoon.

Continued ...

5. Which of the following is **TRUE** about an argument?

a. It must be intended to persuade someone about something.
b. It must contain indicator words for the conclusion or premise.
c. It does not make a declaration about someone or something.
d. It must have a series of supporting statements.

6. Which of the following is a bad definition and we should avoid using it?

a. Precising definition
b. Stipulative definition
c. Lexical definition
d. Persuasive definition

7. Which of the following is **TRUE** about evidence?

I. Evidence includes experiments, observations, statistical studies and historical information
II. Evidence is 100% true
III. Evidence can also be an argument
IV. Evidence can only be used to support the premises

a. I and II
b. II and III
c. I and IV
d. III and IV

8. People who are responsible can be trusted.
Daria is a responsible person.
She can be trusted.

This argument is

a. Deductive, valid
b. Deductive, invalid
c. Inductive, valid
d. Inductive, invalid

Continued ...

9. Patricia: Some beauty pageant contestants in a beauty contest recommended that any girl who would like to reduce their weight should eat corn for dinner every night. Thus, we should eat corn for dinner every night if when want to look slim like them.

The argument is:

a. Valid, good
b. Valid, bad
c. Invalid, strong
d. Invalid, weak

10. Every time Jimmy comes to our house, Jenny will come to our house too. Jimmy is on his way to our house now, therefore, Jenny will arrive soon.

The argument is:

a. Valid, good
b. Valid, bad
c. Invalid, good
d. Invalid, bad

11. In a hospital, a doctor directed the following question to the top management committee during a meeting, "Look at the poor services that we have provided to our patients in this hospital! Don't you all think it is time now for us to do something about it?". The questions asked by the doctor are a/an _____

a. leading question
b. implicit premise
c. rhetorical question
d. interrogative question

12. Select the least vague statement:

a. The tsunami that happened last year destroyed thousands of structures.
b. The tsunami that happened last year caused more than RM500,000 in losses.
c. The tsunami that happened last year caused tremendous destruction.
d. The tsunami that happened last year caused more than RM500,000 in structures totally or severely damaged, with 50 people injured.

Continued ...

13. Which of the following is the correct way to make your argument not vague?

a. Support the argument with a fallacy
b. Provide indicator words
c. Use evidence and facts to support your arguments
d. Add circular argument into the argument

14. A skincare product advertisement provides the following message in small font below the advertisement:

The effects of the product vary from one to another.
If a bad reaction happens, please consult the doctor.

What advertising ploy is used by the skincare product's advertisement?

a. Humor
b. Anxiety ads
c. Feel good ads
d. Fine-print disclaimer

15. Which of the following guidelines are **NOT** related to the use of suggestions in TV news programmes?

a. The use of language
b. Camera angle and distance
c. The selection of issues
d. Fairness in editorial essays and letters

16. Which of the following is **FALSE** about an advertising ploy?

a. Weasel words are used to water down or "dilute" a claim
b. Fine print disclaimer can be easily seen in the advertisement
c. Feel-good ads work by creating positive emotional associations.
d. Humor ads are used to reduce our critical defense

17. The third stage in a problem-solving model is _____.

a. define the problem
b. analyze the problem
c. select the best solution
d. identify the list of possible solutions

Continued...

18. Creative thinking is a form of directed thinking through the ability to think divergently, applied to the discovery of the following **EXCEPT**:

a. New solutions to problems
b. New techniques and devices
c. New ways to construct arguments
d. New artistic expressions

19. Which of the following is **NOT** a technique of creative thinking in problem-solving?

a. The six thinking hats
b. Bionics
c. Shift perspective
d. Critical thinking

20. Which of the following is the creative thinking method explained below?

1. Jot down on the blackboard a symbol that may or may not be related to the problem 2. Ask the group to think of something related to the symbol 3. Write down what they say 4. Continue the process until creative ideas related to the problem begins to emerge

a. Free association
b. An anecdote
c. The four stages of problem solving
d. The SCAMPER technique

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PART B: FALLACIES IDENTIFICATION (20 marks)

Identify the fallacy committed in each of the following arguments. Then, explain why the fallacy is assigned to each of the arguments below.

Write your answers like the example below:

Question: Conversation in a car on a highway: We should cut this driver off just the same way he cut us off back when the lanes were emerging Answer: This is ad populum appeal to spite or also known as "two wrongs make a right" because the speaker would like to take "revenge" towards the driver who undertakes the speaker. The speaker feels it is okay to do the same bad driving attitude towards the driver as a way to show his revenge.

1. Student A: Julian is a lazy student. He never did his assignments and always gives excuses to skip his assignment parts.

   Student B: Even though he did not do his assignment, remember, he is the one that always responds to the lecturer's questions in class! Without him, the class will be so quiet!

2. You advised me to stop joining any multilevel marketing scheme because those schemes scam people. But you are rich because of joining multilevel marketing for almost 20 years. Should I really listen to your advice?

3. A week after meeting this guy, I got promoted at work and I won a lottery. He must be my lucky charm!

4. Staff A: Why Suhaila should be selected for this position?
   Staff B: She should be selected because clearly, she is the one who should be chosen among all candidates available in this department.

5. Student A: Ellie, you are literally one of the best friends I ever had. You are beautiful, kind, and smart. I am sure you will be able to help me to do my assignments! Please?

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PART C: CREATIVE THINKING (20 marks)

Tamarind Circle, one of the most visited malls in Cyberaya, is looking into the possibility to impose parking rates for visitors. The revenue for Tamarind Circle is decreasing and the management suggested imposing parking rates as one of the solutions to gain more revenue.

As part of their decision-making process, the management team has decided to use the Six Thinking Hats during the meeting as below:

Employee A: According to our 2021 business performance report, our revenue decreased by 50% due to the Covid-19 lockdowns. Despite the economic sector re-opened in 2021, we had fewer tenants by 30% in 2022. Our meeting today is to impose parking rates for visitors to cover the losses.

Employee B: I feel many tenants and customers will be angry and disappointed if we impose parking rates. We may see fewer customers will be visiting this place eventually.

Employee C: Let's not decide hastily about this. We need to assess the risks and disadvantages of imposing the parking rates. We must consider the installation cost of the automated parking machine. I heard it is very expensive.

Employee D: I believe, there are also benefits of imposing parking rates. We can record and monitor the vehicles coming in and out and thus, reducing the crime rates in Tamarind Circle. The visitors will feel safer parking their cars in a closed compound.

Employee E: Maybe we can do this slightly different. For instance, if customers spent more than RM 50 on a single receipt, visitors could get free parking. The customers just scan the QR code on the receipt and their parking fees will be waived. We could help the sales of our tenants in our mall. Who knows, more tenants will be renting out our shops again.

Based on the above scenario, **state and briefly explain the roles of each hat** used by employees A, B, C, D, and E. Then, give a specific example of how each employee applies the hat.

In your answer booklet, you may write your answers as follows:

Employee A: State the color of the hat that employee A wears (e.g., blue hat) (1 mark)

Blue hat is used for / Blue hat promotes .... (1 mark).

In the above scenario, Employee A provides ... (2 marks)

and so forth...

4 marks for each hat x 5 = 20 marks

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PART D: ARGUMENT IDENTIFICATION (20 marks)

Read the following passage and then answer the questions which follow.

Teachers should have excellent knowledge of their subject and a good relationship with students. In the modern view, the ideal teacher should have deep knowledge as well as such qualities as kindness, attentiveness, a sense of humor and tact. He or she must be able to captivate the entire audience, have an individual approach to each student, and also look good. A teacher must love their job and, of course, be a good psychologist. But should a teacher be strict or friendly?

Teachers should be friendly so that they can pour the concepts and learn into the student's minds without any difficulty. Research from the University of Cyberjaya shows that 60% of students are more interested in their studies if their teacher is kind, as compared to strict teachers. Students can question very easily with this kind of teacher. The friendly nature brings the student closer to the teacher; hence they feel comfortable sharing ideas and problems. Through my own experience, when I confront a difficult problem, I will ask for help from kind teachers that are able to answer my question patiently and encourage me to carry on, rather than confronting the strict teacher as I am afraid of getting scolded.

A friendly teacher can develop a cherished bond with his/her students. Such teachers will be missed by students and students will regard his/her as their friends. A teacher-friend is defined as the combination of both the guidance of a teacher and the understanding of a friend. Prof. Dr. Jullian, from the University of Alaska, stated that he always likes to make friends with his students, and he enjoys hanging out with younger generations to understand their way of thinking. We all, at some point in time, aspire for an understanding teacher that will guide us through when we are lost. In a nutshell, a friendly teacher is better than a strict teacher. Thank you, teachers!

The article was excerpted from: https://www.skillsyouneed.com/rhubarb/teacher-strict-friendly.html

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Now, answer the following questions:

1. State the **main claim** made by the author from the passage above. (2 marks)

2. Identify **TWO (2)** premises made by the author. (6 marks)

3. Identify **THREE (3) statements** that function as a supporting statement and state the type of supporting statement used (6 marks)

4. State **THREE (3) assumptions** made by Prof. Dr. Jullian when he describes that he likes to make friends with his students and enjoys hanging out with younger generations to understand their way of thinking. (6 marks)

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